

Romy Jean-Pierre

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Technical Expertise

JavaScript, HTML, CSS, SQL, Microsoft Office (including Excel), Navigator, EPIC/MyChart System, Power BI, iCase, GitHub, CRUD, MVC Framework, React (including hooks), SQL, PostgreSQL, Express JS, Node.js, Restful Routes-API, Express Mongoose, MongoDB

Education

PER SCHOLAS | Software Engineering | June 2023 - September 2023

- Rigorous 15-week training
- Sponsored by Google, Comcast, Allstate Foundation, TEKsystems, Barclays, etc.

ADELPHI UNIVERSITY | Bachelor of Science /Business Management | September 2011 - May 2014

- Cum Laude
- Academic Honor Society

Certificates

AMERICAN MEDICAL TRAINING CENTER | Nursing Assistant Certificate | 2007

Professional Experience

MOUNT SINAI DOCTORS

Greenlawn, NY

Patient Service Representative / Scheduling

March 2022 – June 2023

- Performed clerical and receptionist duties as first-line contact for patients designated as VIP.
- Efficiently managed and resolved 30-50 inbound calls and an average of 15 emails daily under strict response protocol.
- Assisted in managing care catered to VIP needs, initiated referrals & authorizations, scheduled appointments using Epic, and personal requests by patients while considering specific needs related to age, culture, and physical/mental challenges.
- Met/exceeded my all my performance metrics.

LIBERTY MUTUAL INSURANCE

Remote, NY

No-Fault Claims Specialist

January 2016 – February 2022

- Identified a continuous improvement opportunity to automate delay letters for billing received on DUI/DWI claims, utilized the four-step quality assurance method, and implemented it on a wider scale; resulted in a 28% reduction in processing errors, improved workflow, cost reduction of over \$1 million and increased satisfaction amongst customers and employees.
- I effectively provided onboarding support to 3 new hires and mentored 2 employees.
- Successfully provided distance mentoring to 2 employees for a total of 1 year
- Managed a caseload of over 150 claims at any given time within my prescribed authority.
- I trained the No-fault team on utilizing SMS-text and best practices for enhanced customer communication, quickly earning a reputation as SMS text subject matter expert.
- Received multiple “shine” awards for: excellent customer service/customer reviews, training team members, projects, and metrics.
- Communicated with policyholders, attorneys, agents, witnesses, and claimants in gathering and disseminating information for claims verification and processing.
- Met/exceeded all KPIs and metrics including bill handling of 100%, closings of 99-100%, phone handling of 100% and customer satisfaction of 9/10.

Volunteer Experience

LONG ISLAND CRISIS CENTER | Counselor's Assistant | 09/2015 – 01/2016

Bellmore, NY

Languages

Fluent in English, Creole, and French